

INFORMATION BULLETIN

JOB TRAINING PARTNERSHIP ACT

Employment Development Department

Number: B98-59

Date: January 22, 1999
Expiration Date: 6/30/99
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TO: SERVICE DELIVERY AREA ADMINISTRATORS
PRIVATE INDUSTRY COUNCIL CHAIRPERSONS
JTPD PROGRAM OPERATORS
EDD JOB SERVICE OFFICE MANAGERS
JTPD STAFF

SUBJECT: CHANGE IN THE JTA HELP DESK HOURS

In order to provide Job Training Automation (JTA) Help Desk staff with sufficient time to research and respond to the increasing volume of Help Desk calls and provide sufficient time to address internal training needs, we are changing the JTA Help Desk hours of operation temporarily.

Effective February 1, 1999, the JTA Help Desk hours will be as follows:

Monday through Thursday	9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.
Friday	Closed

We will review this change in JTA Help Desk hours in early April 1999 to determine whether to continue with reduced hours. We will increase JTA Help Desk hours during the year-end reporting cycle.

If you have a problem during hours of non-operation, please follow this process:

CRITICAL PROBLEMS

- For critical problems that are causing a disruption in Service Delivery Area, Welfare-to-Work, or Veterans subgrantee operations, contact the JTA Help Desk staff by pager at (916) 828-3713. These calls will be returned immediately. This number is not to be used for routine problem reports.

NON-CRITICAL PROBLEMS

- For non-critical problems that are not causing a disruption in operations, leave a voice mail message on the JTA Help Desk line at (916) 653-0202. Messages received before 9:00 a.m. will be returned within three hours Monday – Thursday. Messages left after Thursday 4:00 p.m. and on Friday will be returned the following Monday by noon.

If you have any questions or concern about this change, please contact Diana Samuels, Manager, JTA Customer Support Unit at (916) 657-4343.

/S/ BILL BURKE
Assistant Deputy Director